

Figure 1A

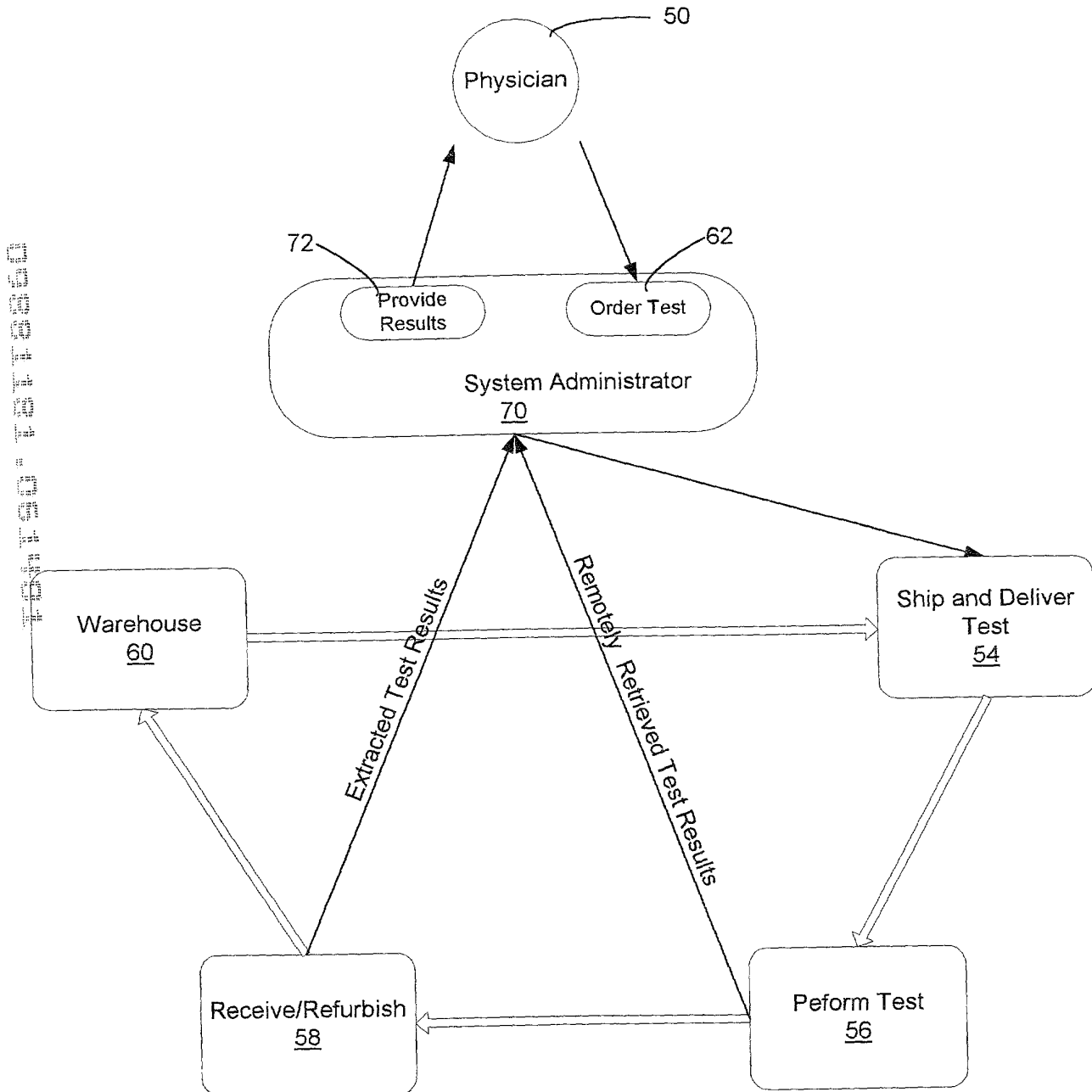
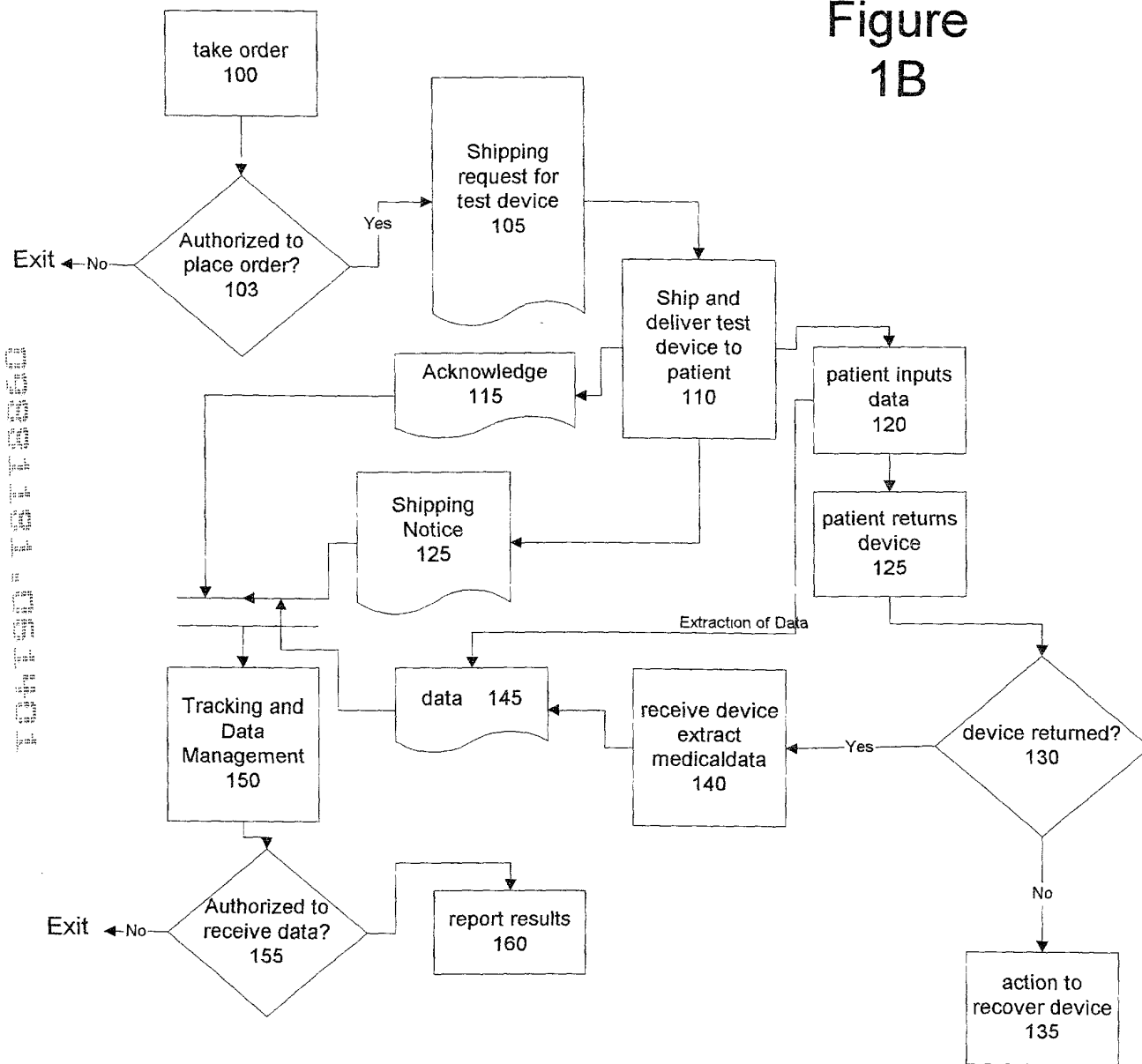
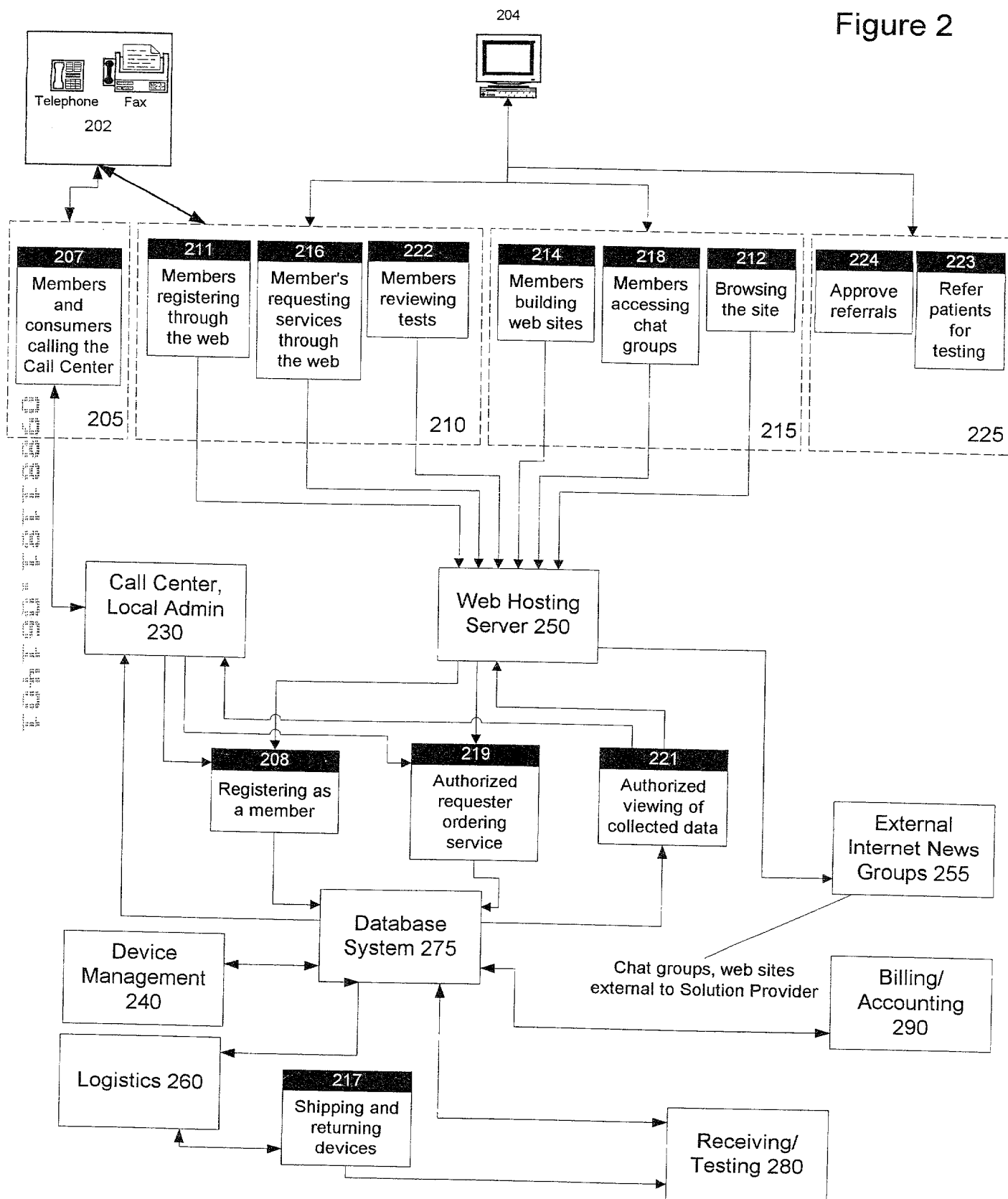


Figure
1B



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Call Center or Web Interface

Figure 3A

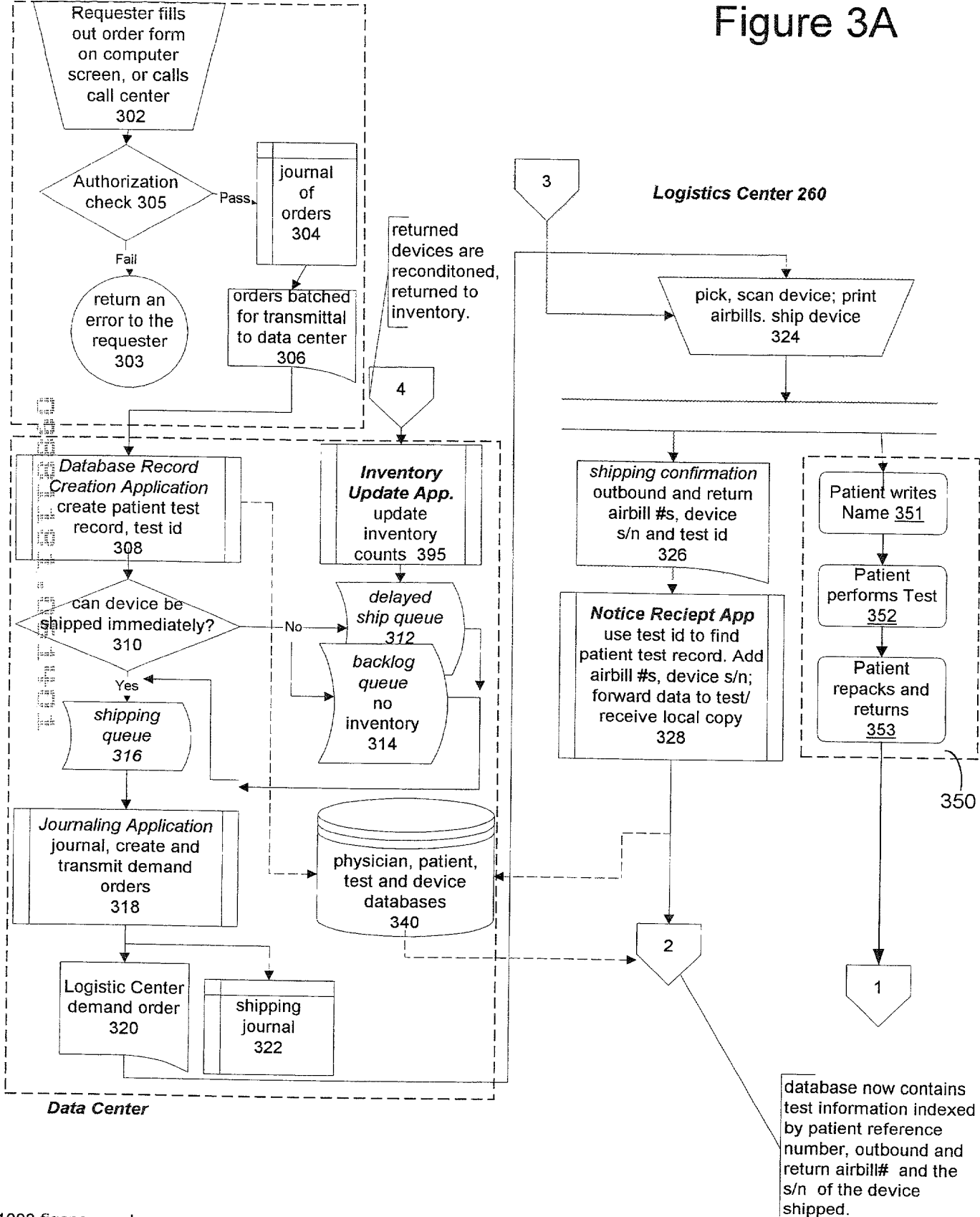
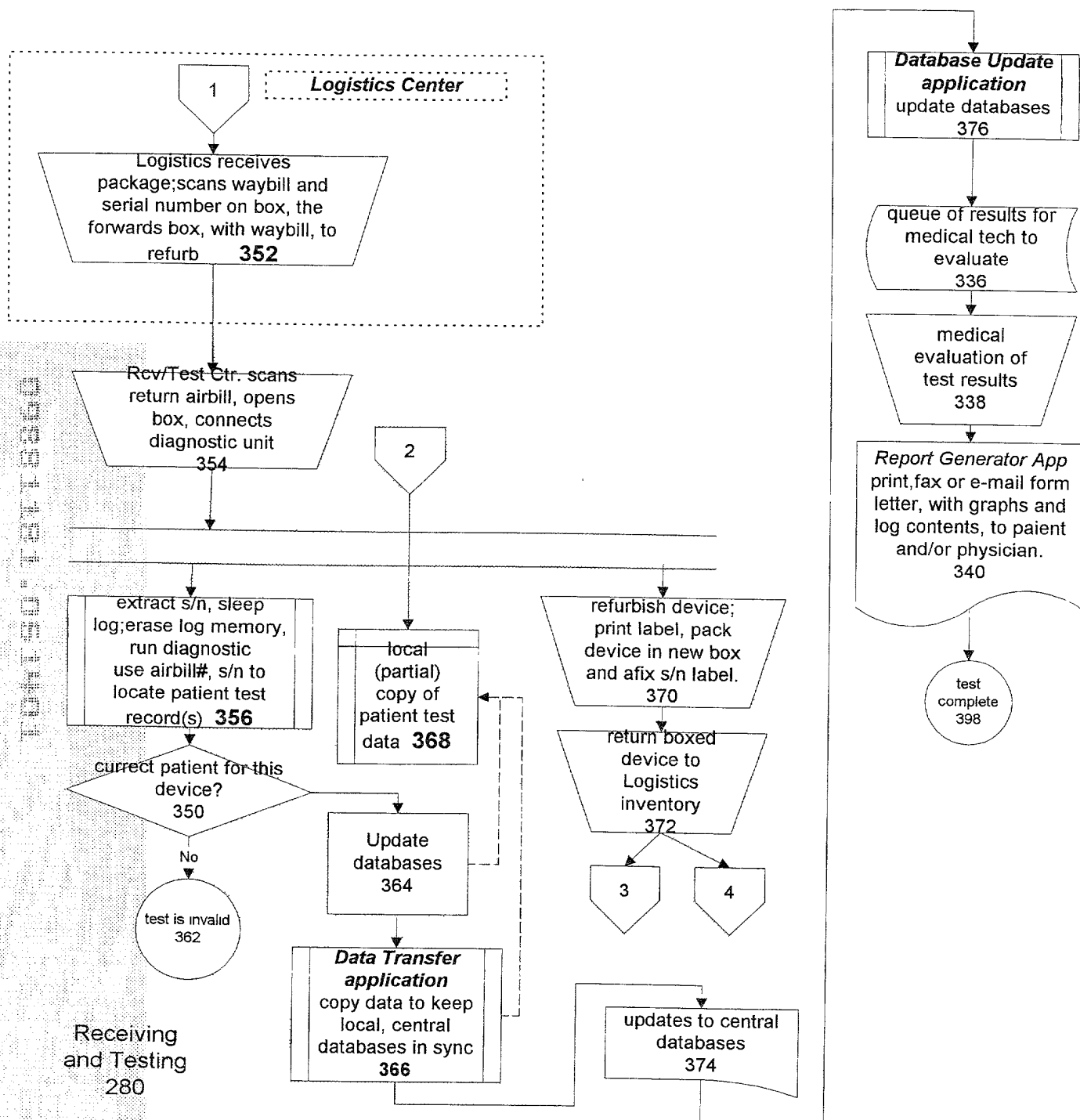


Figure 3B



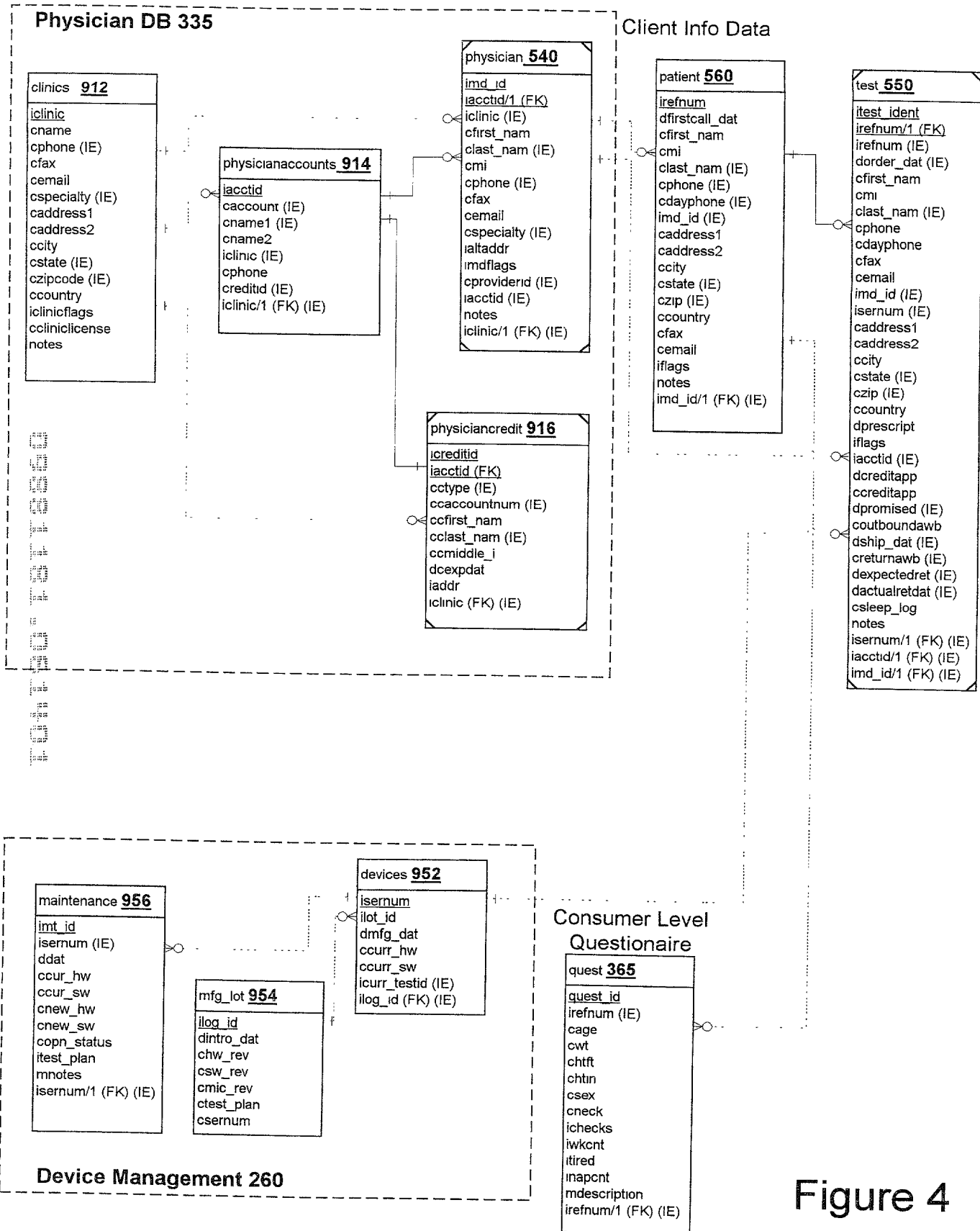


Figure 4

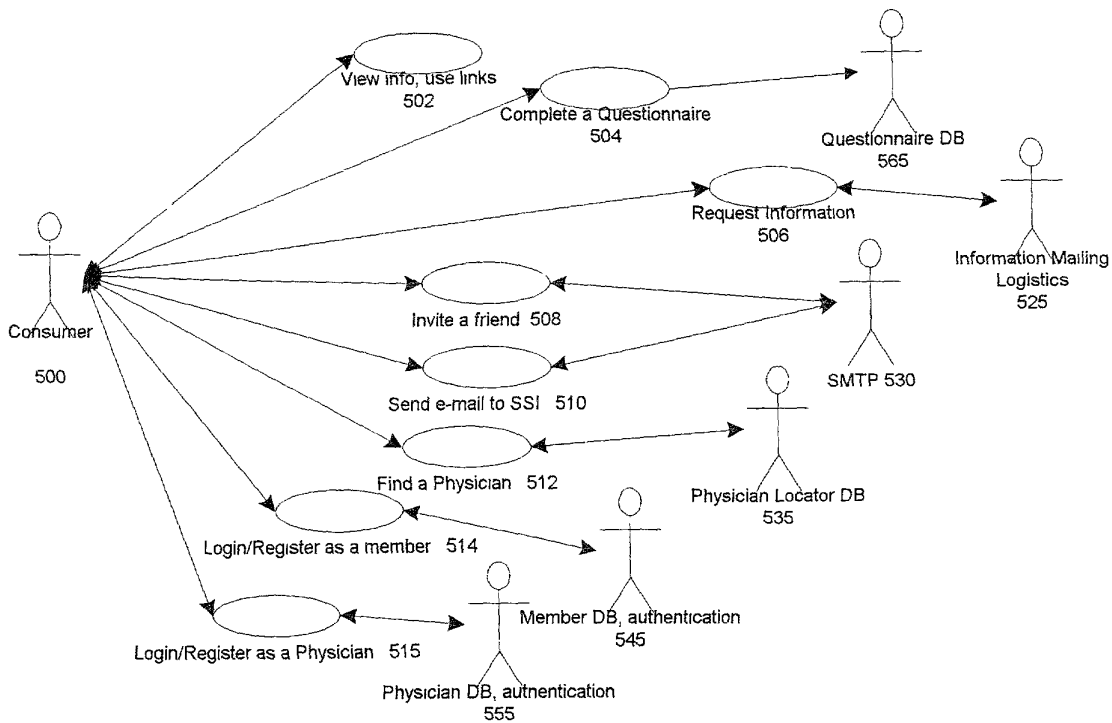


Figure 5

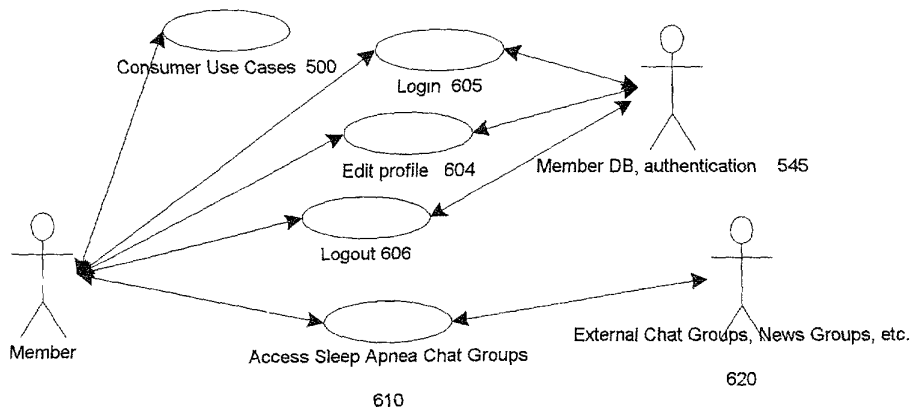


Figure 6

Figure 7

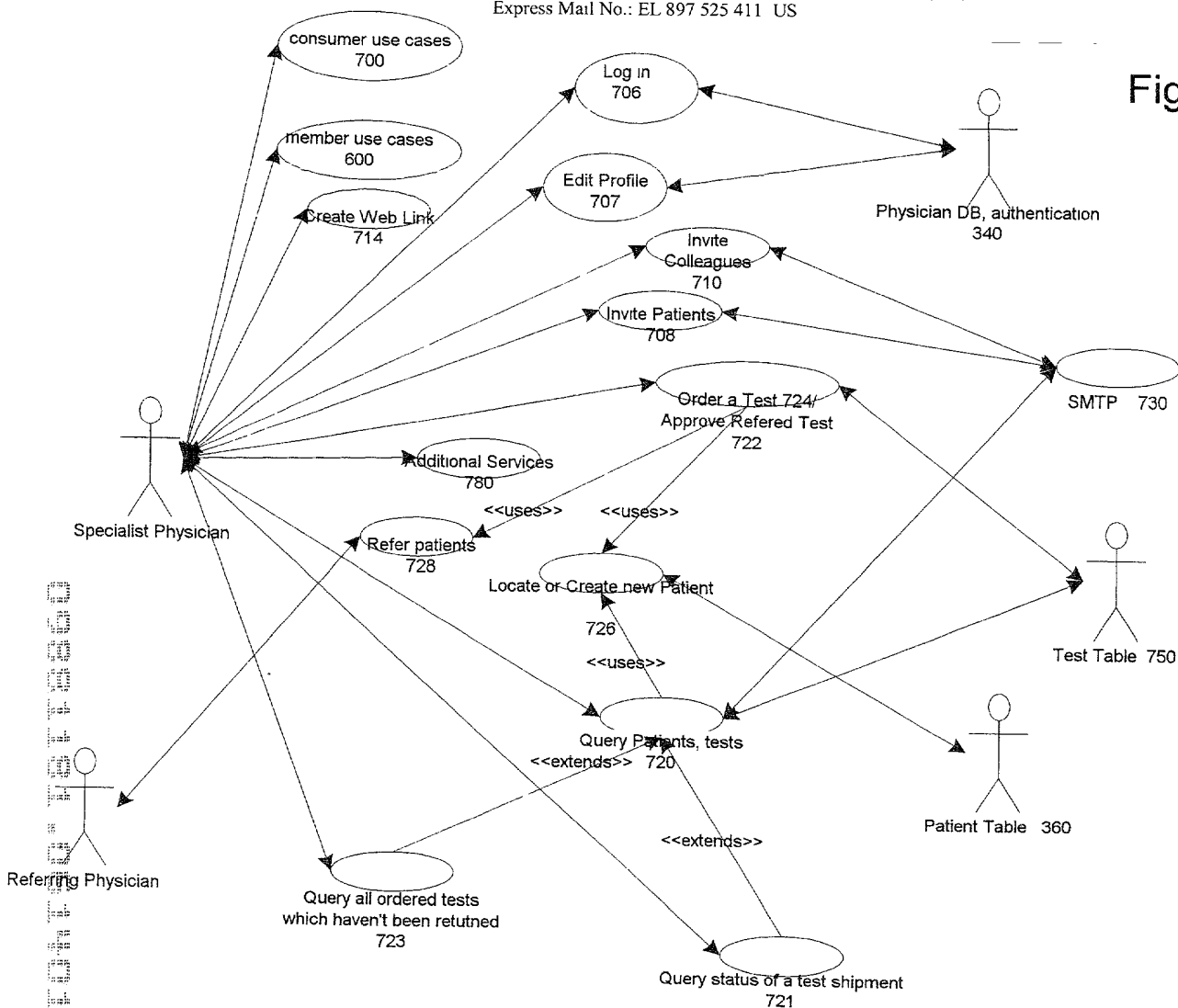


Figure 8

